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B2011

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of: Shaffer et al.
Filing Date: November 9, 2001
Title: METHOD AND APPARATUS FOR MANAGING
INCOMING AND OUTGOING CALLS AT AN
ENDPOINT PLACED ON HOLD



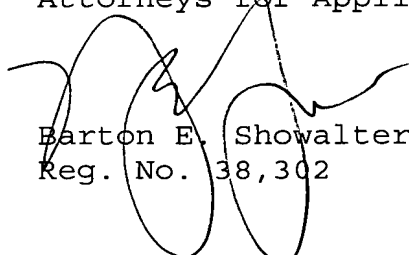
Honorable Assistant Commissioner
for Patents
Washington, D.C. 20231

Dear Sir:

INFORMATION DISCLOSURE STATEMENT

Applicants respectfully request, pursuant to 37 C.F.R. §§ 1.56, 1.97 and 1.98, that the reference listed on the attached PTO-1449 form be considered and cited in the examination of the above-identified patent application. A copy of the reference is enclosed for the convenience of the Examiner. Furthermore, pursuant to 37 C.F.R. § 1.97(h), no representation is made that the reference qualifies as prior art or that it is material to the patentability of the present application.

Respectfully submitted,
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Date: November 9, 2001